

customer and means for remotely linking said terminal to said central data processing center and for transmitting data back and forth between said data processing center and terminal; and

P1 a data processing terminal associated with each institution and means for remotely [linked] linking each terminal to said central data processing center comprising means for transmitting information back and forth between said data processing terminal and said central data processing center, each data processing terminal including means for storing institution service and price rate information and customer sales information, and input means for user input of up-dated service and price rate information;

P1 said sales and information terminal [including programmable means for carrying out a predetermined sequence of operations on activation of a customer, said programmable means] including:

P2 audio-visual means for interaction with a customer, comprising:

P1 means for storing a sequence of audio and video information to be selectively transmitted to a customer;

P1 means for transmitting a selected sequence of said stored information to the customer;

P1 customer operated input means for gathering [a

35 predetermined sequence of] information from a customer and
36 for accepting customer orders for goods and services; and
37 P1 means for controlling said storing and transmitting
38 means in response to customer input to transmit a selected
39 sequence of information to the customer;

40 P1 said sales terminal further including:

41 P2 means for storing information and orders input by
42 a customer;

43 P1 means for transmitting said [gathered] information and
44 customer orders via said remote linking means to said
45 central data processing center;

46 P1 means for receiving data comprising customer selected
47 information and processed customer orders for services from
48 said data processing center via said linking means; [and]

49 P1 means responsive to said data receiving means for
50 [transmitting] dispensing [it] information and services to
51 the customer;

52 [means for accepting customer orders for goods and
53 services and transmitting said orders to said central data
54 processing center; and

55 means responsive to completed order information from
56 said central data processing center for dispensing services
57 to the customer;]

58 P1 and means for directing the operation of said audio
59 visual means, data receiving and transmitting means, and
60 dispensing means comprising means for holding an operational

61 sequencing list and means responsive to the status of the
62 various means for controlling their operation:

63 P1 said central data processing center including:

64 P2 [programmable] means responsive to data [gathered
65 information] received from [a] said sales terminal for
66 [retrieving selected service information from said storage
67 means and] transmitting [said retrieved] selected stored
68 information to said terminal via said linking means;

69 P1 means responsive to a customer sales order from said
70 sales terminal for [processing said order,] up-dating said
71 sales information in said storage means, and transmitting
72 said order to said terminal via said linking means for
73 dispensing of [to dispense] the ordered services;

74 P1 means for periodically accessing said institution
75 terminals via said linking means for transmitting customer
76 sales information for each institution to its associated
77 terminal, and means for periodically accessing said
78 institution linking means for collecting and storing service
79 and price rate information from each institution terminal.

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P1
P2
A2
In Claim 2, line 10 add --sales and information-- before
"terminal".

Please amend Claim 4 as follows:

1 4. (Once amended) The system of Claim 1, [wherein] including

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2 a plurality of self-service sales and information
3 terminals [remotely linked to said central data processing
4 center are provided] at a series of remote locations; and
5 means for remotely linking each sales and information
6 terminal to said central data processing center for
7 transmitting data back and forth between said terminals and
8 said central data processing center.

In Claim 5, line 8 replace "centers" with --terminals--.

Please delete Claim 6 and 7 and amend Claim 8 as follows:

1 ~~6~~ 8. (Once amended) The system of Claim [7] 1, wherein said audio
2 visual means includes a cathode ray tube display unit [comprises]
3 comprising a touch screen and said [keyboard] input means
4 comprises a touch pad provided on said screen.

In Claim 9, line 2 add --, goods-- after "information".

Please amend Claim 10 as follows:

1 ~~8~~ 10. (Once amended) The system of Claim 1, comprising a system
2 for automatically dispensing insurance quotations and policies
3 from a plurality of insurance companies, wherein said data
4 processing terminals are each associated with a respective one of
5 said insurance companies [and each sales and information terminal
6 includes means for dispensing insurance quotes and
7 policies], said data processing terminal storing means comprising

8 means for storing insurance service and price rate information,
9 said central data processing center including means for
10 performing insurance quotation calculations on the basis of said
11 stored information and customer information received from a sales
12 terminal; and said sales and information terminal dispensing
13 means comprising means for dispensing insurance quotation
14 information and insurance policies.

IN THE DRAWING

For the sake of clarity the drawing will be amended upon allowance as shown in red in the attached copy.

REMARKS

In the outstanding Office Action the Examiner has raised a number of objections regarding the sufficiency of the disclosure and claims of this application. In response to these objections the claims have been amended and the following documents are enclosed.

- A. Declaration of John P. Shartz.
- B. Declaration of Thomas F. McCarthy.
- C. Brochures on Digital Equipment Corp. PRO IVIS interactive video system.
- D. Brochures describing production of interactive videodiscs.
- E. Digital brochures describing software development system for creating interactive IVIS programs.
- F. Indexes of Digital instruction manuals on authoring